Extremely high telemedicine utilization in the pandemic, due to extraordinary circumstances.

Telemedicine

Directly replaces an office visit. This is where parity lives.

Other Telehealth

Virtual services that don't replace an office visit. E.g. "triage" calls. Paid on a separate fee schedule.

Non-Clinical

For example, helping with transportation or "digital divide" barriers.

Blended Care

Combines inperson & virtual. E.g. chronic condition management.